



Accessibility Policy

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The management of Rem-Tech Industries Inc. is committed to providing equal service to persons with disabilities in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), and, the Accessibility Standards for Customer Service, Ontario Regulation 429/07.

All Rem-Tech associates who could have contact with customers with disabilities are expected to uphold this policy and work together to ensure a high level of customer service including the following:

- **Training** for AODA is part of the Orientation process. Additional training will be provided to Rem-Tech employees to update any changes that occur to the Accessibility Standards.
- Taking into consideration any **Personal Assistive Devices** when dealing with people with disabilities.
- Allowing the use of **Service Animals** on the premises.
- Understand the role of **Support Persons** assisting people with disabilities.
- **Notifying customers with disabilities** of any disruption in services.
- Providing a method of **receiving and responding to customer feedback** on the manner of services provided to people with disabilities.

Guiding Principles

When serving customers that have disabilities, the following principles shall be used as a guideline.

Dignity - service is provided in a way that allows the person with a disability to maintain self-respect and the respect of other people. People with disabilities are not treated as an afterthought or forced to accept lesser service, quality or convenience.

Independence – allowing a person with a disability to do things on their own without unnecessary help, or interference from others.

Integration – service is provided in a way that allows the person with a disability to benefit from the same services, in the same place, and in the same or similar way as other customers, unless an alternate measure is necessary to enable the person to access goods or services.

Equal opportunity – people with disabilities have an opportunity equal to that given to others to access your goods or services.

PLEASE NOTE: If there are questions or concerns regarding any of the above mentioned Policy items, Rem-Tech will provide our Accessibility Procedure HRP-1 for further explanation, upon request.

Please email HR@remtechindustries.com, or call 519-773-3459 for comments or concerns